

ABSTRAK

TINA ULAYANI. 2025. **TINGKAT KEPUASAN WARGA BELAJAR PADA PROGRAM PELATIHAN TATA BOGA DI LKP GEMILANG KOTA TASIKMALAYA**. Program Studi Pendidikan Masyarakat. Fakultas Keguruan dan Ilmu Pendidikan. Universitas Siliwangi.

Penelitian ini didasari adanya keluhan dari warga belajar terkait kurangnya sarana dan prasarana yang menunjang terutama dalam ketersediaan ruang belajar. Permasalahan tersebut harus segera diatasi karena berkaitan dengan kepuasan warga belajar. Kepuasan tersebut tidak dilihat aspek fasilitas saja, tetapi juga mencakup berbagai aspek pelayanan seperti proses pembelajaran, interaksi antara warga belajar dengan instruktur serta dukungan yang diberikan selama proses pembelajaran. Penelitian bertujuan mengukur tingkat kepuasan warga belajar terhadap pelatihan tata boga LKP Gemilang Kota Tasikmalaya. Penelitian menggunakan metode kuantitatif deskriptif. Dengan pengumpulan data menyebarkan angket penelitian, serta observasi dan dokumentasi. Berdasarkan hasil penelitian, diperoleh bahwa tingkat kepuasan warga belajar pada pelatihan tata boga secara keseluruhan pelatihan tata boga yang telah diselenggarakan oleh LKP Gemilang. Hasil penelitian menunjukkan bahwa kategori indikator tertinggi dalam pengukuran tingkat kepuasan yaitu indikator daya tanggap (*responsiveness*) dengan persentase 86,95%, indikator keandalan (*reliability*) dengan persentase 86,33%, indikator empathy (*empathy*) dengan persentase 86,22%, indikator jaminan (*assurance*) dengan persentase 85,90%, dan indikator terendah yaitu bentuk fisik (*tangibles*) dengan persentase 82,53%. Adapun persentase kepuasan secara keseluruhan sebesar 85,59%, hal tersebut menunjukkan bahwa tingkat kepuasan warga belajar pelatihan tata boga di LKP Gemilang berada pada kategori sangat puas.

Kata Kunci: Kepuasan Warga Belajar, Pelatihan Tata Boga, Lembaga Kursus dan Pelatihan

ABSTRACT

TINA ULAYANI. 2025. LEVEL OF STUDENT SATISFACTION IN THE CULINARY ARTS TRAINING PROGRAM AT LKP GEMILANG, TASIKMALAYA CITY. Community Education Study Program. Faculty of Teacher Training and Education. Siliwangi University.

This research is based on complaints from students regarding the lack of supporting facilities and infrastructure, especially in the availability of study rooms. These problems must be overcome immediately because they are related to the satisfaction of learning residents. This satisfaction is not only seen in the facility aspect, but also includes various aspects of service such as the learning process, interaction between learning residents and instructors and the support provided during the learning process. The research aims to measure the level of satisfaction of learners with culinary training at LKP Gemilang Tasikmalaya City. The research uses a descriptive quantitative method. By collecting data, distributing research questionnaires, as well as observation and documentation. The results of the study showed that the highest indicator category in measuring the level of satisfaction was the responsiveness indicator with a percentage of 86,95%, the reliability indicator with a percentage of 86,33%, the empathy indicator with a percentage of 86,22%, the assurance indicator with a percentage of 85,90% and the lowest indicator was the physical form (tangibles) with a percentage of 82,53%. The overall percentage of satisfaction was 85,59%, this shows that the level of satisfaction of culinary training students at Gemilang Course and Training is in the very satisfied category.

Keywords: *Level of Satisfaction, Culinary Arts Training, Course and Training Institutions*